

# **KING GRAY COACH LINES - TERMS & CONDITIONS**

*As of June 28, 2022*

**QUOTATION ACCEPTANCE FORMS** should be carefully reviewed by the chartering party. Acceptance forms must be signed and returned to KGCL promptly to ensure booking of chartered vehicle (subject to availability).

**PRICES** are based on itinerary information provided by the chartering party at the time the price is requested. Should the actual itinerary vary significantly from the above, our price is subject to change accordingly, at the discretion of KGCL. Any time, more than ½ hour, added to an itinerary on the day of, or during, a trip will be charged at the rate of \$150/hour (in increments of one hour). All prices are subject to change if factors beyond our control significantly affect operating costs.

**DEPOSIT AND BALANCE DUE DATES** are specified in the cover letter of this confirmation. Deposits or balances not received on time may cause this charter order to be cancelled without additional notice.

**CANCELLATIONS** must be received, **and acknowledged**, by KGCL staff 30 days prior to departure to ensure a full refund.

KGCL reserves the right to cancel or postpone any charter due to inclement weather, mechanical issues, or any other reason that prohibits us from providing service. If KGCL cancels a charter, a full refund will be issued, or the trip will be rescheduled on an available date.

For billed accounts, there will be a cancellation charge imposed for any cancellation less than 30 days prior to departure.

**REFUNDS** no refunds will be made on deposits or balances for trips cancelled less than 30 days prior to their departure.

**LATE FEES** Please remit payment to KGCL by the “payment due” date. Any balance due that is not received by 30 days after the payment due date will be assessed a 1.5% late fee, per month, until the balance is paid.

**RETURN TIMES** are critical and must be adhered to in order to avoid conflict with Federal Regulations on allowable driver time on duty; subsequent driver and vehicle scheduling may result in additional charges.

**DAMAGE AND/OR EXCESSIVE CLEANING** is the responsibility of the chartering party and will be billed accordingly. Alcoholic beverages onboard the bus require prior approval from the KGCL office, and a valid credit card must be provided to be held in lieu of a Security Deposit one week prior to departure. The card will be charged if there is damage or the need for excessive cleaning.

**NO SMOKING** is allowed on our vehicles at any time. This includes the smoking of e-cigarettes or vape pens.

**LEASED EQUIPMENT** from other motorcoach operators is sometimes necessary to meet our commitments. KGCL reserves the right to lease equipment from other companies in order to fulfill this agreement.

**LOST ITEMS** which **may, or may not**, have been left onboard our vehicle are not the responsibility of KGCL. As a courtesy, any items turned into Lost & Found will be kept for a maximum of 30 days. If a customer requests the item(s) be shipped to them, they must pre-pay estimated shipping charges. All unclaimed items will be disposed of after 30 days.

**DELAYS** caused by weather, traffic or unforeseeable mechanical problems shall not constitute a liability against KGCL.

**DIRECTIONS/LOCATIONS** It is the responsibility of the chartering party to provide KGCL accurate and sufficient addresses for all pickup points, destinations and drop off points. In a case where an actual street address is not available, the chartering party must provide written directions. In addition, the chartering party may request desired routing **but KGCL retains sole authority for selecting routing** via roads and highways suitable for the operation of our vehicles, as well as the safety and comfort of our passengers.

**AFTER-HOURS CHANGES** Changes to itineraries and trip details should be made during KGCL’s regular office hours. Changes and adjustments made outside of regular office hours will be subject to availability of a KGCL staff member to make said changes and will result in additional charges.

**DRIVER REQUESTS** are fulfilled whenever possible, but KGCL cannot guarantee the assignment of same.

**DRIVER GRATUITIES** are not included in the price of this charter. Any gratuity is at the option of the group.

**INFANTS** are allowed onboard but: 1) It is possible child safety seats may not be able to be secured to the coach seat. This will depend on the actual vehicle and the size/style of the child safety seat. 2) Infants count toward total passenger count on vehicle. The rated passenger capacity of the vehicle may not be exceeded for any reason.

**COMPLAINTS:** The worst complaints are the ones we never get or receive too late to correct the problem in a timely manner. The best complaint is the one we get as the problem is happening. If the problem is a serious and/or safety related matter, call us from the bus – immediately at 413-593-3939.